

VIRGINIA Relay Service

May, 2003

Commendations

Voice May 7, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice May 25, 2003

The customer commended the CA for being polite.

Category: CA/OPR Related

Voice May 26, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Complaints

TTY May 13, 2003

The customer complained the CA had hung up on him/her.

Category: Disconnect

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized to the customer and informed him/her that a technical problem may have caused the disconnection. Transferred to another CA for assistance.

Contact Closed: May 13, 2003

Voice May 26, 2003

The customer complained the CA was rude.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 27, 2003

Voice May 28, 2003

The customer complained that the CA is hard to understand, is very rude, and hangs up on him every time he gets her.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Pending

Contact Closed:

TTY May 30, 2003

The caller was upset that a message appeared on his TTY that referred to code 40. He is tired of technical problems with the relay service.

Category: Other (Equip)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: May 30, 2003

Inquiries/Comments

Voice May 9, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: May 9, 2003

Voice May 9, 2003

The caller requested information on Speech-to-Speech service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained Speech-to-Speech call procedures.

Contact Closed: May 10, 2003

Voice May 10, 2003

The customer inquired if her mother's new calling plan would work for relay calls.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up an RCP for the customer's carrier of choice. Referred the customer to the carrier for additional billing assistance.

Contact Closed: May 10, 2003

TTY May 12, 2003

The customer requested a hard copy of the Relay Choice Profile form to distribute to her customers.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Sent a copy of the form to the customer.

Contact Closed: May 13, 2003

Voice May 15, 2003

The customer wondered why her mother's long distance relay calls get disconnected when using Verizon as her carrier of choice.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Investigated the matter on behalf of the customer, and recommended that the customer change her RCP settings online.

Contact Closed: May 19, 2003

Voice May 19, 2003

The customer wondered if prank relay calls can be tracked.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that relay call information is confidential.

Contact Closed: May 19, 2003

TTY May 19, 2003

The customer wondered why the CAs cannot select her multi-choice profile under relay.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Verified the multi-choice profile is active, and the CAs may have made an error. Suggested she request a supervisor if future problems occur.

Contact Closed: May 19, 2003

Voice May 19, 2003

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: May 20, 2003

TTY May 21, 2003

The customer's friend is having trouble placing calls through relay.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Provided the toll-free number for the Virginia Relay Service. Suggested that the caller wait for the CA to answer before providing the number to call.

Contact Closed: May 22, 2003

TTY May 26, 2003

The caller complained that she was unable to reach the relay service.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience. Attempted to obtain details but customer typed never mind and hung up.

Contact Closed: May 27, 2003